2017 CIGNA CARE DESIGNATION

DAVID S BAILIE, MD- AZ Institute for Sports Knees and Shoulders, LLC

Many of our customers want to know which physicians can **provide quality and cost-efficient care**. To help provide individuals with Cigna-administered coverage relevant information to make their own decisions, we review quality and cost data on physicians who participate in our network. **Physicians who meet our specific quality and cost-efficiency criteria can receive a Cigna Care designation for a given specialty**.

Cigna Care designation is how we identify quality, cost-efficient Cigna-participating physicians across 21 specialties, including primary care. Based on quality and claims information available to us, we have ranked physicians in your market. Those physicians who are in the ***highest group for their results on quality measures*** and have the most cost-efficient group results as compared to their peers in their market receive a Cigna Care designation. While **not all Cigna-participating physicians receive a Cigna Care designation,** they do remain contracted with us, and their reimbursement is not affected.

We are pleased to inform you that you will are a selected as a Cigna Care designated physician.

Quality and cost-efficiency displays

We evaluate physician quality and cost-efficiency information by using a methodology that is consistent with national standards and by incorporating health care professional feedback. Using this information, we are able to provide individuals with Cigna-administered coverage, including those with GWH-Cigna or "G" ID cards with relevant information through quality and cost-efficiency displays on our customer website, myCigna.com.

Please note that we inform our customers that the designation **should not** be the sole basis for their decision-making. We encourage individuals to consider all relevant factors when choosing a primary care physician or specialist for their care, and to speak with their treating physician when selecting a specialist.

As a benefit of selecting a Cigna Care designated physician, these individuals may have a lower coinsurance or copay than they would if they were to select a participating, non-Cigna Care designated physician.

We are committed to working with health care professionals to continuously improve the reliability of our quality and cost-efficiency measures. We value our relationship with you, and welcome your feedback as we continue to enhance and refine our program.

- Beginning October 24, 2016, physicians who earn the 2017 Cigna Care designation will be identified in our online directory on Cigna.com and myCigna.com by a unique symbol ( ).
- Beginning January 1, 2017, your Cigna Care designation status will be effective.
- Beginning January 1, 2017, your 2017 quality and cost-efficiency displays, if applicable, will be identified in our online directory on Cigna.com and myCigna.com.

Together, all the way.℠

Cigna.

"Cigna" and the "Tree of Life" logo are registered service marks, and "Together, all the way." is a service mark, of Cigna Intellectual Property, Inc., licensed for use by Cigna Corporation and its operating subsidiaries. All products and services are provided by or through such operating subsidiaries and not by Cigna Corporation. Such operating subsidiaries include Cigna Health and Life Insurance Company, Connecticut General Life Insurance Company, Cigna Behavioral Health, Inc., and HMO or service company subsidiaries of Cigna Health Corporation and Cigna Dental Health, Inc.

THN-2016-312. © 2016 Cigna. Some content provided under license.

9691905170002

Together, all the way.℠

"Cigna" and the "Tree of Life" logo are registered service marks, and "Together, all the way." is a service mark, of Cigna Intellectual Property, Inc., licensed for use by Cigna Corporation and its operating subsidiaries. All products and services are provided by or through such operating subsidiaries and not by Cigna Corporation. Such operating subsidiaries include Cigna Health and Life Insurance Company, Connecticut General Life Insurance Company, Cigna Behavioral Health, Inc., and HMO or service company subsidiaries of Cigna Health Corporation and Cigna Dental Health, Inc.

THN 2016-312. © 2016 Cigna. Some content provided under license.